



CONNECTIONS

Helping You...Helping Others

Fall 2015 Volume 1, Issue 4

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Caseload Management Strategy & Resources

This resource from [Oregon WIC's Outreach Morsels](#) includes:

- Overview of steps to successfully increase caseload such as sharing with staff, having discussions on issues and solutions, and selecting achievable action steps.
- Resources including an in-service guide, PowerPoint and planning document that could be used as templates for Idaho use.



Retaining WIC Clients After the Child Turns One

The Warm Regards e-newsletter had an article *Retaining WIC Clients after the Child Turns One*. See the highlight below. To see this full article or previous newsletters, please go to <http://www.usnlive.com/resources.html> or for the *Resources Reference Library Web Page* [click here](#).

Reach Them:

- Ensure they make appointments.
- Ex. sending automated appointment reminders or texts with personalized language and appointment.

Teach Them:

- Utilize electronic technology
- Ex. Foster a stronger connection towards their WIC clinic. For more information, check out [Using Social Media and other Electronic Technologies to Connect with WIC Moms](#).

Keep Them:

- Make it convenient for moms to access their WIC benefits beyond routine engagement, social media, and fun events to help foster relationships.
- Ex. Offering walk-in clinics and changing clinic hours.



Idaho WIC Website Updates

Current Forms—You can find all of the current forms on the right side of the webpage under the *Clinic Staff* section.

Policy Manual—Chapters 6 and 7 have been updated to include the new food list and formula changes.

Formula Calculation Guide—Added to formula handbook to assist with direct bill calculations.

Potential Fraud Form—New form available for staff to report potential fraud to the State office. Please follow the Program Integrity Protocol.

New State Staff Members

Amber recently moved to Idaho from Washington State. She has a Master's Degree in Business Management and served in the U.S Army as a Combat Medic, serving 15 months overseas in Iraq



Amber Leupold, MBA
Technical Records Specialist II

Leah recently moved back to Idaho after spending the last 15 years in California and Nevada working in Public Health Nutrition and WIC. She is a Registered Dietitian who graduated from the University of Idaho.



Leah Sallas, RD
Breastfeeding Coordinator

Quick Links

[Idaho WIC Website](#)

[Previous WIC
Connections](#)

[National WIC
Association](#)

[WIC Works
Resource System](#)

[2011 Annual
PRATS Data](#)

Customer Service Recognition

To highlight great customer service in action, every quarter we will recognize a WIC staff member for their efforts to provide excellent customer service at their local agency.

This quarter, we recognize Valerie L. Albert for the exceptional customer service she provides WIC participants. Valerie has worked as a WIC technician and breastfeeding educator in Lapwai, ID for the Nimiipuu Health Clinic for almost 17 years in October 2015.

When Valerie isn't providing great customer service, she likes to paint, sew, crochet, make soap, create and cook.

"Participants express appreciation for Val's practical advice and nonjudgmental attitude"



Valerie's tip for providing great customer service:

"I think it is important to smile during phone conversations because the patient/client can hear your attitude!!!"

Breastfeeding & Peer Counseling

Resources and Materials

There are several resources available on WIC Works. This includes the Magical Bond of Love.

This is a culturally appropriate tool to effectively communicate with Hispanic participants about the benefits of breastfeeding.

For additional details such as a video and how to order materials, visit the Loving Support page at [Magical Bond of Love](#) | [Loving Support](#).



2015 Breastfeeding Conference

A big thank you to the staff in PHD 4 who helped coordinate a very successful “WIC: Making a Difference with Breastfeeding in Idaho” conference with guest speaker Molly Pessl, BSN, IBCLC.

Thank You



Nutrition Education

Mommy Groups

Mommy groups have been a popular WIC resource for mothers to network. Often topics such as picky eaters for toddlers are requested.

Picky eater resources:

- WIC works materials: [Picky Eaters | WICWorks Resource System](#)
- Washington WIC staff in-service on picky eaters: <http://www.doh.wa.gov/portals/1/Documents/Pubs/960-057-PickyEaters.pdf>
- California materials: <http://www.cdph.ca.gov/programs/wicworks/Documents/NE/WIC-NE-EdMaterials-TipsforPickyEaters.pdf>

Nutrition Risk Spotlight

In the summer WIC Connections, we highlighted risk *425.8 Inappropriate Nutrition Practices (Child) – Inadequate Fluoride Supplementation*. See below for further clarifications.



- During the nutrition interview, WIC staff screen for possible risk and are not making a diagnosis
- WIC's role is to refer the participant to a dental health professional
- A dental health professional can further assess fluoride needs and make a decision whether a participant may benefit from using fluoride toothpaste, fluoride rinses and/or fluoride supplementation

eWIC Update

We have hired Public Knowledge, LLC to help us prepare for the implementation of eWIC. They have created a detailed planning project plan with schedule and tasks. The first major task will happen this winter: creating a stakeholders summary. This will include surveying or interviewing key staff about where we are and what we will need to implement eWIC. Please feel free to reach out with any questions you might have.

Vendor

Non-GMO Formula

GMO stands for *genetically modified organism*. Food may be genetically modified for a variety of reasons, such as to resist insects. It is becoming more popular to look for foods that are non-GMO due to potential health concerns. Similac Advance is available at retail in a non-GMO version. The ingredient list and nutritional profile is the same in both options. The only change was the sourcing of the ingredients in the non-GMO formula. WIC does not approve the non-GMO labeled products. Currently, select Similac/Abbott products may have the non-GMO label. This label is not on Similac Advance *powder*, but it can be found on *RTF*.



QR Code

Please help spread the word to participants!

The QR code allows them to access the food list electronically. Just scan the code on the back of the food list with a smartphone.

On the back
of the food list!

Look for this



New Food List



From **October 1—December 31, 2015**, **both** the old and the new food lists can be used.

Beginning **January 1, 2016**, only the **new** food list should be used.

As in previous years, all Idaho WIC participants will transition to use of the new food list by December 31, 2015.

This can be a challenging time for cashiers and participants. Thank you for your patience as the program transitions participants to the new food list.

What's Different in the New Food List?

The following items were added to the Idaho Authorized Food List:

- Yogurt
 - 32 oz containers only, in the brands and flavors specified
- Whole wheat pasta (whole grain option)
 - 12-16 oz packages, dry, 100% whole wheat only
- Low sodium V8 juice
 - 64 oz containers, original flavor only
- Great Grains cereal
 - Banana Nut Crunch flavor only

Formula Changes

Beginning October 1, 2015, Gerber Good Start Soy will be the soy-based formula vendors are required to stock. Both cans pictured below are authorized. Enfamil ProSobee can no longer be purchased.



current label



new label

Beginning in December, Similac Advance will have a new label. Both cans pictured below are authorized.



current label



new label

Baby Food Packaging Change

Gerber will no longer make infant fruits and vegetables in 4 oz glass jars. The 4 oz glass jars will continue to be authorized as long as stores have stock available.



Help remind participants 2-packs are equal to 2 containers.

Policy & WISPr

WISPr Updates- New Development for October 2015

1. Edit Care Plan Type

- Staff have the ability to edit the Care Plan Type for as long as the Care Plan can be edited

2. Check History Return

- When searching the Check History, staff have the ability to click on the “Back to Search” button to return to the Check History Search Parameters page

3. Adjunctive Eligibility Verbiage Change

- On the Participant information page the Adjunctive Eligibility verbiage changed from “Auto Elig?:” to “Household AE?:”

4. Class Schedule/Managing Processing Issue

- When pulling up classes, only one calendar year of classes will display on the Class Schedule grid. To view the archived classes, staff will use the “Calendar” dropdown and select a year to display

5. Participant/Family Search Grid Column Sorting

- Participant/Family Search grid column sorting allows data to be sorted by whichever column heading is clicked.

6. BFPC Exit Survey Annual Key Survey Linking Updates

- All links on the participant peer counseling page have been updated to show the most up-to-date BFPC exit survey for the new federal fiscal year.

6. Unable to Assign/Print Food Package after Child's 5th birth day:

- WISPr will allow the food package to be assigned and printed through the participant's absolute cert end date, which is the last day of the month in which they turn 5 years old. Staff may see that the participant's certifications stay active to match this change.

7. Certification End Date Change:

- All women's food packages will print up to the last day of the month. Staff may see that the participant's certifications stay active to match this change.

8. Create Ineligible Assessment Page:

- Users will be able to view all the historical information for participants over the age of 5.

9. Foster Children No Longer in a Foster Family:

- A new termination reason was added for foster children who are no longer in a foster family and do not have another family to transfer to yet.
- If the termination reason is selected, the participant will close and not display on the family page unless the “Show Past Participants” box is checked.
- Staff will be able to do the following:
 - Look the participant up on the Participant/Family search
 - Ability to reinstate the participant's certification if the certification is still valid
 - Transfer the participant into a new family

10. Upgrade WISPr Grids for Use of Multiple Browsers:

- All WISPr grids will now display and work in multiple browsers. WISPr will work on tablets, but will not be mobile-friendly.

Policy RE-Connect

The past WIC Connections policy topics were selected based on frequent help desk calls.

Take a look at policy explanations you may have missed:

Winter 2015:



- [Lost and Stolen Checks Policy](#)
- [One Year Certs & Health Screens](#)
- [Nondiscrimination Statement](#)

Spring 2015:

- [Tips for Providing and Documenting Nutrition Education](#)
- [Providing Benefits to Participants in Shelters & Institutions](#)



Summer 2015:



- [Check Printing for BF Infants- Solid Food Packages](#)
- [Identification \(When to Ask for ID and When You Can Use a Folder/Known to WIC\)](#)
- [Complaints and Incidents](#)

Wellness Corner

Want Success and Happiness?

Be divergent, not perfect (click link for full article). True happiness and satisfaction are found in balance, says Christine Carter author of *Sweet Spot Manifesto*, not in the unyielding pursuit of an impossible ideal. If we are to be our most productive, successful, and happy selves— finding our “groove” in our work and our home lives—we must be divergent and not try to fall into the three archetypes plaguing society. Happiness is a result of balance and finding your “groove,” stepping out of the cultural norms defining us.

Do you see yourself trying to fit into one of these archetypes?

- The ideal worker
- The intensely involved mother
- The provider father



Thank You!



Thank you for all you do to support and promote the health of women, infants and children in Idaho!

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DIVISION OF PUBLIC HEALTH